

WHAT IS CLAIMED IS:

1 1. A network for delivering scripts, the network comprising:
2 a first central control maintaining a first component;
3 a second central control maintaining a second component; and
4 a conversation control system communicably coupled to both the first central
5 control and the second central control via a communication network; and
6 wherein the conversation control system includes:

7 a computer, wherein the computer includes a computer interface
8 operable to receive input from a user;

9 a telephone interface, wherein the telephone interface accepts input
10 from the computer and provides an audio output accessible to the user; and

11 a computer readable medium accessible by the computer, wherein the
12 computer readable medium comprises instructions executable by the computer to:

13 request the first component from the first central control;

14 receive a selection for the first component from the user;

15 access an output associated with the first component; and

16 present the output to the recipient via the telephone interface.

17 2. The network of claim 1, wherein the first central control is maintained
18 by a first entity and the second central control is maintained by a second entity.

19 3. The network of claim 2, wherein the instructions executable to request
20 the first component from the first central control include instructions to facilitate acceptance
21 of terms offered by the first entity.

22 4. The network of claim 1, wherein the communication network is the
23 Internet.

24 5. The network of claim 1, wherein the first central control is a
25 webserver.

26 6. The network of claim 2, wherein the instructions are further executable
27 to:

28 request the second component from the second central control;

29 receive a selection for the second component from the user;

5 access an output associated with the second component; and
6 present the output to the recipient via the telephone interface.

1 7. The network of claim 6, wherein the second component is a script.

1 8. The network of claim 7, wherein the component further comprises a
2 presentation associated with the script.

1 9. The network of claim 7, wherein the component further comprises a
2 plurality of presentations associated with the script.

1 10. A method for using a conversation control system, the method
2 comprising:
3 using the conversation control system to access a central control, wherein a
4 component is obtained from the central control;
5 selecting the component for use on the conversation control system;
6 initiating contact with a recipient; and
7 presenting at least a portion of the component to the recipient.

1 11. The method of claim 10, wherein the component is a script.

1 12. The method of claim 11, wherein the script comprises one or more
2 script items.

1 13. The method of claim 12, wherein the script items are associated with
2 one or more presentations.

1 14. The method of claim 13, wherein selecting the component further
2 comprises:
3 selecting the script, and selecting one of the one or more presentations.

1 15. The method of claim 10, wherein initiating contact with the recipient
2 comprises contacting the recipient via a POTS network.

1 16. The method of claim 10, the method further comprising:
2 receiving information from the recipient;
3 providing the information to a user; and

4 receiving a selection from the user indicating the portion of the component,
5 wherein the portion of the component is selected at least in part in response to the information
6 from the recipient.

1 17. A method for using a conversation control system, the method
2 comprising:
3 providing a conversation control system;
4 using the conversation control system to access a central control, wherein a
5 component is obtained from the central control;
6 receiving information from a recipient and providing the information to a user;
7 based at least in part on the information provided to the user, receiving a
8 selection of at least a portion of the component from the user; and
9 presenting the portion of the component to the recipient.

1 18. The method of claim 17, wherein the component is a script.

1 19. The method of claim 18, wherein the script comprises one or more
2 script items.

1 20. The method of claim 19, wherein the script items are associated with
2 one or more presentations.

1 21. The method of claim 20, wherein presenting the portion of the
2 component to the recipient comprises:
3 presenting a script item in a selected presentation to the recipient as an audio
4 signal.